

# Medicaid Advisory Committee (MAC): Electronic Visit Verification (EVV)

Indiana Family and Social Services Administration  
Office of Medicaid Policy and Planning  
2020



# Reminder: 21<sup>st</sup> Century Cures Act

- Requires providers of personal care services and home health services to use an electronic visit verification (EVV) system to document services rendered
  - Personal care services - January 1, 2021\*
  - Home health services - January 1, 2023

**\*Good Faith Effort exemption delayed final implementation by one year.**



# Overall Requirements

- EVV captures the following details:
  - **Type** of service performed
  - **Individual receiving** the service
  - **Date** of the service
  - **Location** of service delivery
  - **Individual providing** the service
  - **Time** the service begins and ends



# Current Provider Readiness Status



# Overall Readiness

<b>Original Number of Providers Expected to be Impacted</b>	<b>1,600</b>
<b>Number of Provider Locations with EVV Impact</b>	<b>911</b>
<b>Number of Provider Locations Confirmed Capable</b>	<b>383</b>
<b>Number of Provider Locations That Have Submitted EVV Records</b>	<b>64</b>

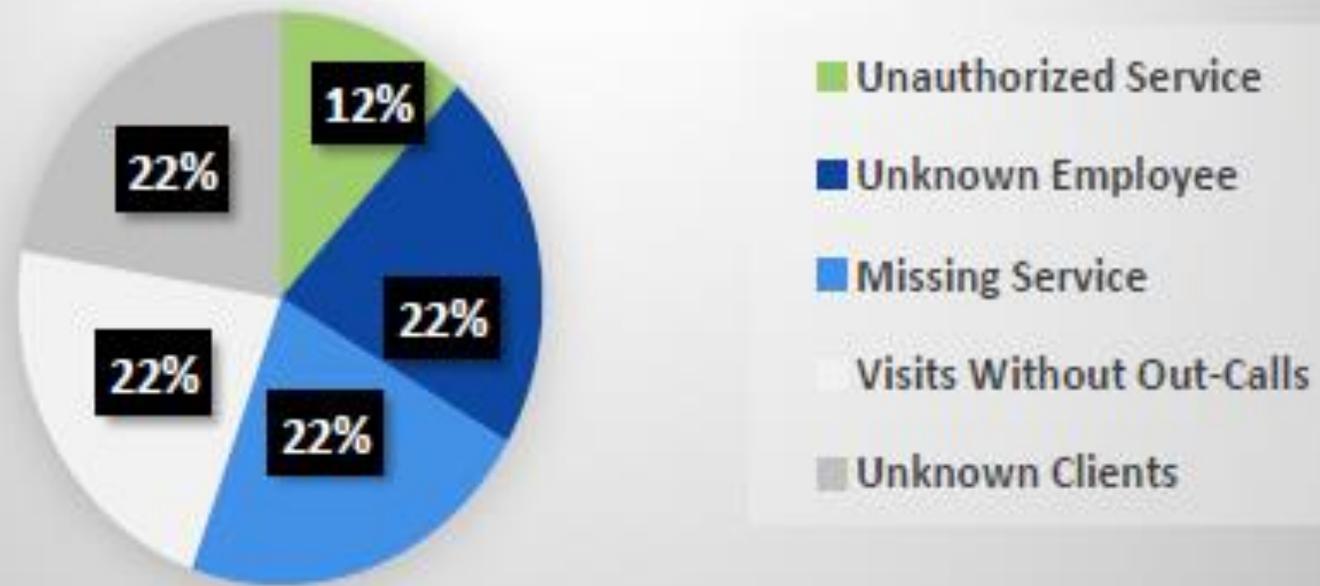


# Overall Readiness

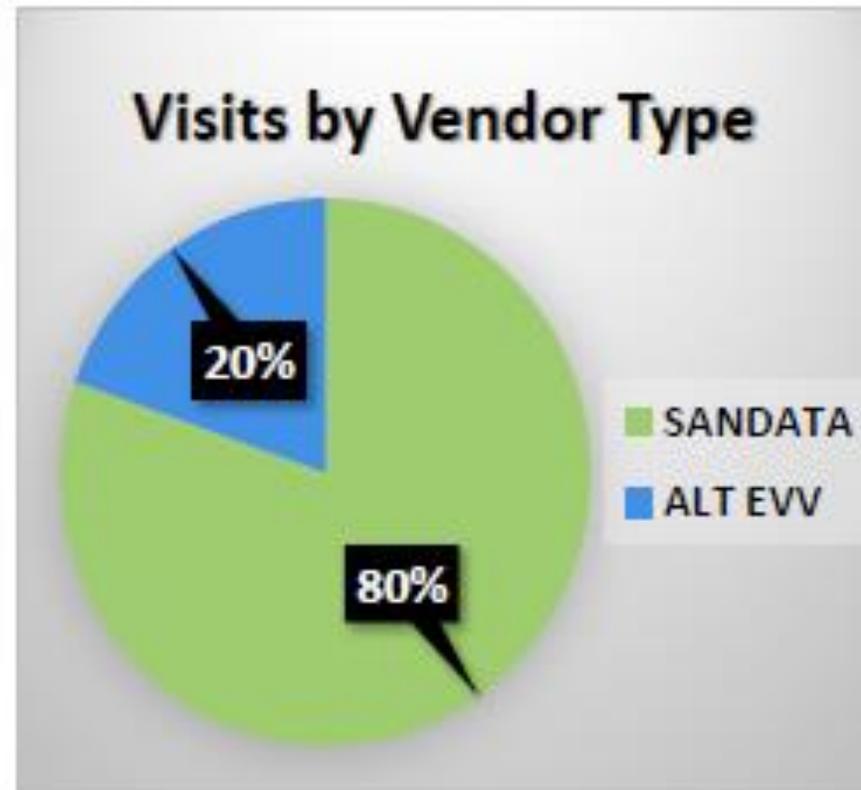
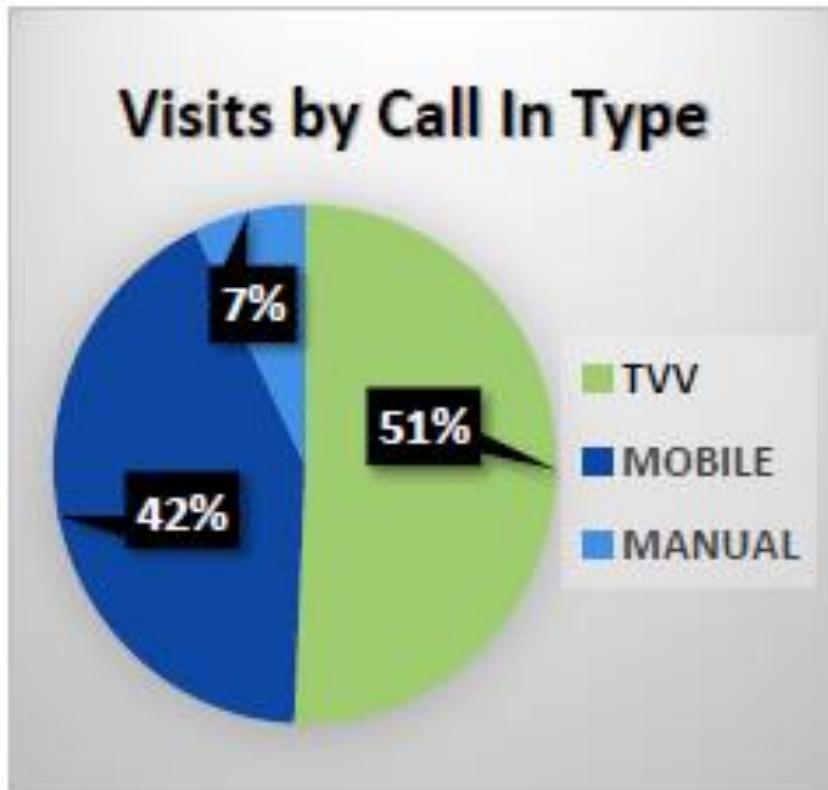


# Overall Readiness

## Top 5 Visit Exceptions (34,139)



# Overall Readiness



# Communication Efforts



# Outreach Efforts (2018 through Present)

- **IHCP Publications** – 20+ articles on EVV (May 2018 through October 2020)
- **Quarterly provider association / stakeholder meetings** (October 2018 through October 2020)
- **Provider Workshop Sessions** (July 2019; October 2019; October 2020)
- Various webinars, videos, and other electronic means



# Additional Updates

- IHCP Live: EVV Workshop (September 2020)
- IHCP Works Annual Seminar: EVV Workshop (October 2020)
- Additional Sandata Training Session (November 2020)
- Call Campaign (August 2020 to Present)



# EVV Provider Survey Results



# Survey Results

## 536 responses

- **60%** of respondents indicated they were aware of the EVV requirement.
- **Nearly 60%** of respondents indicated they were either not prepared or unsure if they were prepared to implement EVV.



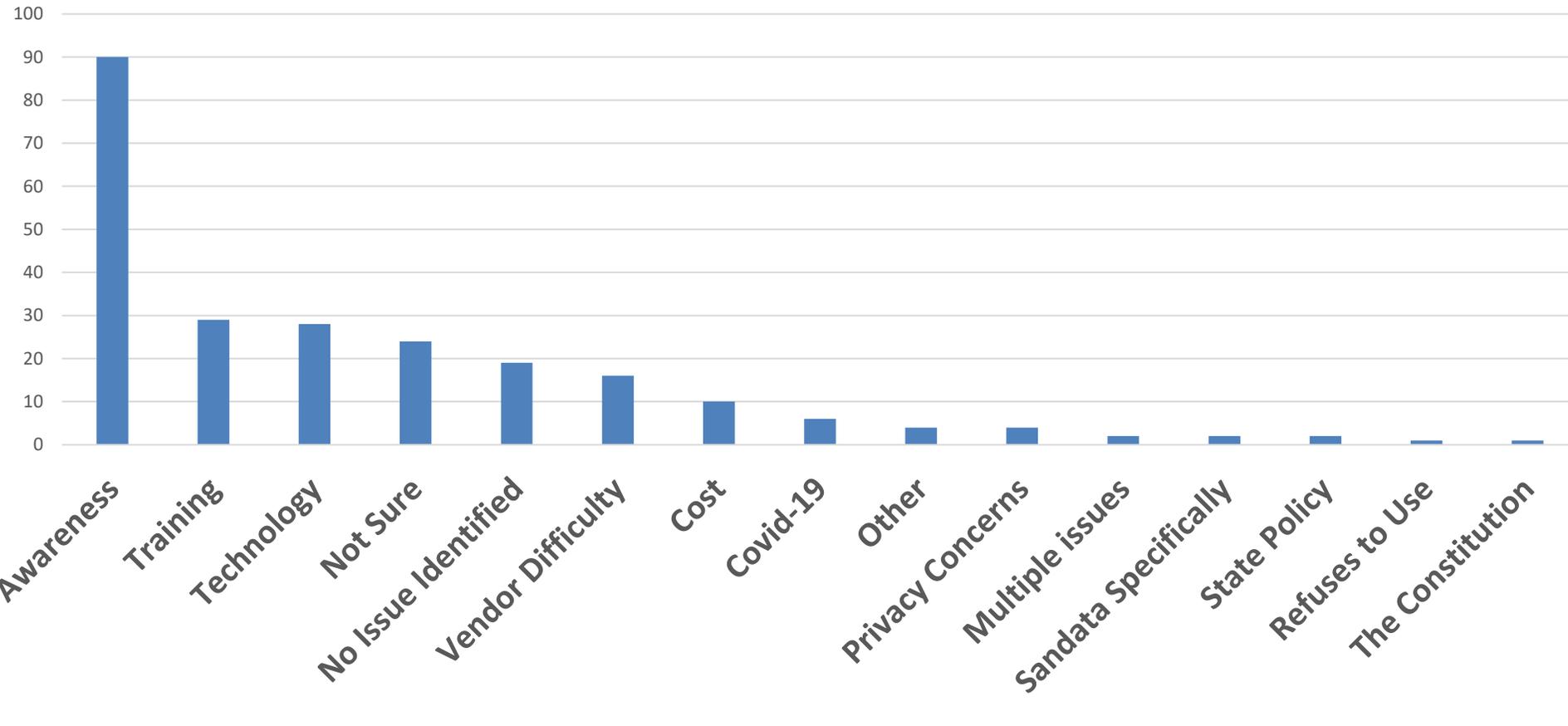
# Survey Results

- **70%** of respondents indicated that they had not or were unsure if they had spoken to someone from FSSA about the EVV requirement.
- **Less than 50%** of respondents had indicated speaking to a vendor (either Sandata or an alternative EVV vendor) about procuring the technology necessary for EVV implementation.



# Survey Results

## Issues Holding Providers Back from Implementation



# January 1, 2021

Providers will see claims payment disruption for claims submitted without an EVV record.



**PROVIDERS NEED TO TAKE THIS SERIOUSLY  
AND PREPARE NOW!**



# Questions?

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